Cognos® 8

COGNOS CONFIGURATION

USER GUIDE

COGNOS®

THE NEXT LEVEL OF PERFORMANCE™

Product Information

This document applies to Cognos® 8 Version 8.3 and may also apply to subsequent releases. To check for newer versions of this document, visit the Cognos Global Customer Services Web site (http://support.cognos.com).

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Introduction

This document is intended for use with Cognos 8 products.

This document gives instructions for using Cognos Configuration with your Cognos components.

Audience

To use this guide, you should have basic Windows and/or UNIX and/or Linux administration skills and should be familiar with the existing server environment and security infrastructure at your company. You should also be familiar with security concepts such as digital certificates, encryption and hash algorithms.

Related Documentation

Our documentation includes user guides, getting started guides, new features guides, readmes, and other materials to meet the needs of our varied audience. The following documents contain related information and may be referred to in this document.

Note: For online users of this document, a Web page such as **The page cannot be found** may appear when clicking individual links in the following table. Documents are made available for your particular installation and translation configuration. If a link is unavailable, you can access the document on the Cognos Global Customer Services Web site (http://support.cognos.com). Logon credentials are available either from your administrator or by request from support.america@cognos.com.

Document	Description
Installation guide for your Cognos component	Installing your Cognos component

Finding Information

To find the most current product documentation, including all localized documentation, access the Cognos Global Customer Services Web site (http://support.cognos.com). Click the **Documentation** link to access documentation guides. Click the **Knowledge Base** link to access all documentation, technical papers, and multimedia materials.

Product documentation is available in online help from the **Help** menu or button in Cognos products. You can also download documentation in PDF format from the Cognos Global Customer Services Web site.

You can also read PDF versions of the product readme files and installation guides directly from Cognos product CDs.

Using Quick Tours

Quick tours are short online tutorials that illustrate key features in Cognos product components. To view a quick tour, start Cognos Connection and click the **Quick Tour** link in the lower-right corner of the Welcome page.

Getting Help

For more information about using this product or for technical assistance, visit the Cognos Global Customer Services Web site (http://support.cognos.com). This site provides product information, services, user forums, and a knowledge base of documentation and multimedia materials. To create a case, contact a support person, or to provide feedback, click the **Contact Us** link. For information about education and training, click the **Training** link.

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Chapter 1: Cognos Configuration

Use Cognos Configuration

- to set the initial configuration of Cognos components after you install them
- to configure Cognos components if you want to change a property value or you add components to your environment
- to start or stop the service for a Cognos component on the local computer

You can run Cognos Configuration in either interactive or silent mode. In interactive mode, you use a graphical user interface to configure the Cognos component. In silent mode, the tool runs in the background and requires no interaction from you as part of an unattended installation.

If the console attached to the UNIX computer does not support a Java-based graphical user interface, you must edit the cogstartup.xml file located in *c8_location*/configuration and then run Cognos Configuration in silent mode. For more information, see "Run Cognos Configuration in Silent Mode" (p. 20).

Only the configuration settings for the installed components appear in the Cognos Configuration user interface and the cogstartup.xml file.

Start Cognos Configuration

Use the configuration tool, Cognos Configuration, to configure Cognos components, or to start and stop the services for Cognos components.

The account under which the Cognos component runs must have access to all required resources, such as printers and Web servers. For example, on Windows, to print reports using a network printer, the account must already have access to the network printer, or you must assign a logon account to the service for the Cognos component. You can configure the service to use a special user account by selecting the service from the list of services shown in the Services window in Windows.

Before starting Cognos Configuration, ensure that the operating environment is properly set up. For example, ensure that system settings, user settings, and environment variables have been set.

You should start Cognos Configuration in the last page of the installation wizard on Windows and UNIX only if additional setup is not required. For example, if you use an Oracle or DB2 database server for the content store, we recommend that you copy the JDBC drivers to the appropriate location before you start the configuration tool.

To start Cognos Configuration in interactive mode:

- On UNIX, go to the *c8_location*/bin directory and then type

  ./cogconfig.sh

- On Windows, from the **Start** menu, click **Programs**, **Cognos** *component*, **Cognos Configuration**.

Cognos Configuration User Interface

Use the Cognos Configuration graphical user interface to configure property values, such as port numbers, data locations, and file sizes. These settings are stored in the configuration folder on each computer where one or more Cognos components are installed.

The Cognos Configuration user interface consists of

- the Explorer window
- the Properties window
- the information window

The Explorer Window

The **Explorer** window shows a list of groups organized into functional areas, such as **Environment** and **Security**. These groups can contain components and properties. Only the components that are installed appear in the **Explorer** window.

When you click a component that contains properties, you can change the values in the **Properties** window.

The **Explorer** window may contain some or all of the following icons.

Icon	Description
	The configuration on the local computer.
	A group, which is a collection of associated properties, organized into functional areas, for the components installed on the local computer.
	A Cognos component that may contain properties and one or more resources.
	A resource that represents an external file, database, or other object that is used by the Cognos component. A resource can contain other resources.

The Properties Window

The **Properties** window shows the property values for the group, component, or resource that is currently selected in the **Explorer** window. You can change or specify a property value, or reset a property value to the default setting.

The **Properties** window may contain some or all of the following icons.

Icon	Description
	The property value is required for the local configuration to run.
	The specified value is not the default.
	Click the icon to type values into a dialog box.
	The specified value is not in the required range or is the wrong data type, or a mandatory value is missing.

The Information Window

This window shows context-sensitive help for the currently selected group, component, resource, or property. It also shows any error messages associated with the value of a selected property. Use this window to help you choose appropriate values for the properties.

Change the Font in the User Interface

You can change the default font that is used in the user interface of Cognos Configuration. You may want to do this if the text in the user interface does not appear as expected, or if you want to change the appearance of the user interface.

Steps

1. Start Cognos Configuration.
2. From the **View** menu, click **Font**.
3. In the **Name** box, click the font that you want.
4. In the **Style** box, click the format that you want.
5. In the **Size** box, click the font size that you want.
6. Click **OK**.

View the Installation Path

You can view the installation path of your Cognos product in Cognos Configuration.

Steps

1. Start Cognos Configuraiton.
2. From the **View** menu, click **Install Path**.

   The installation path appears in the status bar of Cognos Configuration.

Change a Property Value

You can change a property value from the default value, or from one that you previously set, to suit your environment.

For example, you may need to change a port number if it is being used by another process.

When you change the value of a property, Cognos Configuration checks whether you typed the correct data type and, if applicable, whether the value is in the required range.

You must specify values for mandatory properties * before you can save a configuration.

Steps

1. Start Cognos Configuration.
2. In the **Explorer** window, click the group, component, or resource you want.

   The **Properties** window shows property values for the selected object.
3. Click the value you want to change.
4. Type the new property value and press Enter.

   If the value is valid, the setting changes to the new value. Otherwise, an error message appears indicating the source of the error.
5. Repeat steps 3 to 4 for additional properties that you want to change.

   Tip: If you change a property value while the Cognos service is running, you must restart the service before the change is applied to your computer.

Reset a Property to the Default Value

You can reset to the default values all the property values for a group or component, or only an individual property value. You may want to do this if changes you made are not valid or are no

longer appropriate for your environment, or to prepare for an unattended installation. For more information, see the installation guide for your Cognos component.

Steps

1. Start Cognos Configuration.
2. Choose what values to reset:
   - To reset all the property values for one group or component, in the **Explorer** window, click the group or component.
   - To reset the value of one property, in the **Properties** window, click the property.
3. From the **Edit** menu, click **Reset to Default**.

   Tip: If you reset one or more property values while the Cognos service is running, you must restart the service before the changes are applied to your computer.

Add a Resource

You can add a resource whose properties make it possible for Cognos components to work with external components or files in your reporting environment.

For example, you can add a resource to a Cognos component so that you can use an existing third-party application.

Some components can use only one resource at a time. Before you can create another resource based on a different resource type, you must first delete the existing resource.

A resource definition contains properties that describe the location or how the resource will be used by the Cognos component.

Steps

1. Start Cognos Configuration.
2. In the **Explorer** window, click the component to which you want to add a resource.

   Tip: If the component can use only one resource at a time, right-click the existing resource and then click **Delete** to delete it.
3. From the **Edit** menu, click **New resource** and then click the resource type.
4. In the **Name** box, type a name for the resource.
5. In the **Type** box, click the type of resource and then click **OK**.

   The new resource appears in the **Explorer** window below the component.

   Tip: To rename a resource, from the **Edit** menu, click **Rename**.

Delete a Resource

You can delete a resource that your Cognos component no longer uses. Some components can use only one resource at a time. Before you can create another resource, you must first delete the existing resource.

You cannot delete groups or components.

You must have at least one resource for some components. Otherwise you cannot save your configuration. For example, you must not delete the resource that indicates where data is stored for your Cognos component.

Steps

1. Start Cognos Configuration.
2. In the **Explorer** window, right-click the resource that you want to delete and click **Delete**.
3. Click **OK** to confirm.

Change System-Wide Configuration Settings

You can change system-wide configuration settings by using the Global Configuration dialog box to do the following:

- Add or remove support for language, content locale, or currency.
- Map user locale settings to a content locale or to a product language.
- Add fonts to the Cognos 8 environment.
- Customize server settings.

The Global Configuration dialog box is available only for Cognos 8 and only on the computer where Content Manager is installed.

Important: If you change global settings on one Content Manager computer, you must make the same changes on the other Content Manager computers.

Steps to Add Language, Content Locale, or Currency Support

1. On the computer where you installed Content Manager, start Cognos Configuration.
2. From the **Actions** menu, click **Edit Global Configuration**.
3. Click the appropriate tab for the type of support that you want to add.

Type of support	Tab
Language	Product Locales

Type of support	Tab
Content locale	Content Locales
Currency	Currencies

4. Click **Add**.

   Tip: To remove support, select the check box next to the supported item and then click **Remove**. You must leave at least one locale in the product locale and content locale lists.

5. In the third column, type an appropriate value.

   If the setting is not valid, an error icon appears in the second column. Move the cursor to the error icon to see the error message.

6. Repeat steps 3 to 5 for other types of support that you want to add.

   If you add a currency code that is not supported by Cognos, you must manually add it to the i18n_res.xml file in the *c8_location*/bin/ directory. Copy this file to each Cognos 8 computer in your installation.

Steps to Map Locales

1. On the computer where you installed Content Manager, start Cognos Configuration.
2. From the **Action** menu, click **Edit Global Configuration**.
3. Choose whether to map report data or the user interface:
   - To map user locales to a specific locale for report data, on the **Content Locale Mappings** tab, click **Add**.
   - To map user locales to product locales for the user interface, on the **Product Locale Mappings tab**, click **Add**.
4. In the **Key** box, type the locale.

   Tip: To specify the locale to use for a range of keys, use the wildcard character (*) with the **Key** value and then, in the **Locale Mapping** box, type the locale. For example, if you want all the German keys to use the German locale, type **de*** in the **Key** box and type **de** in the **Locale Mapping** box.

5. In the **Locale Mapping** box, type the locale to use.

   If the setting is not valid, an error icon appears in the second column. Move the cursor to the error icon to see the error message.

6. Repeat steps 3 to 5 for other mappings you want to do.

Steps to Add or Remove Fonts

1. On each Content Manager computer, start Cognos Configuration.

2. From the **Actions** menu, click **Edit Global Configuration**.
3. Click the **Fonts** tab.
4. Click **Add**.

   Tip: To remove a font from the list of supported fonts, click the box next to the font name and then click **Remove**.
5. In the **Supported Font Name** box, type the font name and then click **OK**.
6. From the **File** menu, click **Save**.

   All global fonts, including new fonts that you add, must be installed on all Cognos computers in your environment.

Steps to Customize Server Settings

1. On each Content Manager computer, start Cognos Configuration.
2. From the **Actions** menu, click **Edit Global Configuration**.
3. Click the **Server** tab.
4. Click in the **Value** column for each property you want to change and specify the new value.

   If you leave the **Domain** property under **Cookie Settings** blank, the dispatcher derives the domain from the host name of the request.
5. Click **OK**.

Test Configuration Settings

After you specify values for configuration properties, you can use the test function to validate property values. You can test individual nodes in the configuration or all nodes at the same time.

Cognos Configuration checks the CSK availability, tests the namespace configuration, and tests the connections to the content store, logging database, notification database, and the mail server.

Steps

1. In the **Explorer** window of Cognos Configuration, select the node that you want to test or select **Local Configuration** to test all of the settings at once.
2. From the **Actions** menu, click **Test**.

   After you test the configuration settings, save the configuration.

Save the Local Configuration

After you specify the values for the mandatory configuration properties, or make any changes to local property values, you must save the configuration on your computer.

You can save the configuration in the default encoding of your computer or in UTF-8 encoding.

When you save the configuration, passwords are encrypted and a certificate is issued to validate the identity of the Cognos computer.

You must restart the Cognos service before the saved configuration values are applied to your computer.

To save the local configuration, do the following:

- From the **File** menu, click **Save** to use the default encodingof our computer or click **Save As UTF-8** if you use more than one language or character set in the configuration settings.

Errors, such as missing values for mandatory properties, cause an error message to appear.

Tip: To view the cause of the error, click the **Details** box.

Each time you save your configuration, the changes are stored in the cogstartup.xml file and coglocale.xml files in the *c8_location*/configuration directory. At the same time, a backup copy of these files, containing the previous configuration settings, is created with a date and time stamp in the *c8_location*/configuration directory.

If you plan to use the local configuration as a template for configuring other computers that have the same installed Cognos components, you must export the configuration.

Export the Configuration for an Unattended Installation

Export the local configuration only if you plan to use the settings to configure other Cognos computers for an unattended installation.

Important: When you export the local configuration, the current configuration settings for your computer are saved so that the same settings can be used as input for an unattended installation. Therefore, passwords are not encrypted.

Ensure that the configuration settings on the local computer are appropriate to use to configure another Cognos computer with the same installed components.

Steps

1. In Cognos Configuration, from the **File** menu, click **Export as**.
2. If you want to export the configuration to a different folder, in the **Look in** box, locate and open the folder.
3. In the **File name** box, type a name for the configuration file.

   Tip: You must rename the file to cogstartup.xml and copy it to the *c8_location*/configuration directory on the computer where you plan to do an unattended installation.
4. Click **Save**.

   When you export your configuration, it is saved in UTF-8 encoding.

   We strongly recommend that you store this file in a secure location until you are ready to use it for an unattended installation.

Start the Cognos 8 Service

Before you can use your Cognos component, you must start the Cognos service on each computer where you installed Cognos server or resource management components.

In Windows, the Cognos service starts automatically when you start your computer. In UNIX, the Cognos process starts and restarts, but you must configure it to run as a daemon. For more information, see your operating system documentation.

Ensure that you first configure the database connection properties for the content store database.

To start Cognos services:

- From the **Actions** menu, click **Start**.

Tip: If the Cognos service is currently running, from the **Actions** menu, click **Restart** to apply changes to the configuration.

It may take a few minutes for the Cognos service to start.

This action starts all installed services that are not running. If you clicked **Restart**, it starts all installed services that are not running and restarts all services that are running. If you want to start or restart a particular service, select the service node in the **Explorer** window and then click **Start** or **Restart** from the **Actions** menu.

Stop the Cognos 8 Service

You must stop the Cognos service that is running on the local computer before you

- add a new component to the current installation
- uninstall a component from the current installation
- change the value of a configuration setting

To stop Cognos services:

- From the **Actions** menu, click **Stop**.

  It may take a few minutes for the service to stop.

This action stops all installed services that are running. If you want to stop a particular service, select the service node in the **Explorer** window and then click **Stop** from the **Actions** menu.

Exit Cognos Configuration

You can exit Cognos Configuration at any time.

Steps

1. From the **File** menu, click **Exit**.
2. If prompted, choose whether to save any changes to your configuration.

3. If prompted to start or restart the Cognos service, click **Yes**.

   Before you can use your Cognos component, you must start the service. In Windows, you are prompted to start the service only if the Cognos component is in automatic startup mode and the service is not running.

Chapter 2: Command Line Options

Use command line options with the configuration command to modify the behavior of Cognos Configuration when it starts.

The command line option you specify sets the mode of operation of Cognos Configuration. If you run Cognos Configuration in interactive mode, you use a graphical user interface to configure Cognos 8 components. If you start Cognos Configuration in silent mode, it runs silently in the background.

By default, Cognos Configuration runs in interactive mode.

You can use the following command line options.

Option	Descriptions
`-s`	Runs Cognos Configuration in silent mode. Uses property values specified in the cogstartup.xml file to configure installed components and then starts all services.
`-stop`	Runs Cognos Configuration in silent mode and stops all Cognos 8 services.
`-test`	Tests configuration settings in silent mode. Uses property values specified in the cogstartup.xml file to do the test.
`-utf8`	Saves the configuration in UTF-8 encoding when used with `-s` to run Cognos Configuration in silent mode.
`-l language ID`	Runs Cognos Configuration using the language specified by the language ID.
`-e filename.xml`	Exports the current configuration settings to the specified file in silent mode.
`-log`	Runs Cognos Configuration and creates an error log named cogconfig *timestamp*.log in *c8_location*/logs.

Option	Descriptions
`-java:{local|env}`	Runs Cognos Configuration on Windows using the Java Runtime Environment version that is defined as either • env: environmentally in the JAVA_HOME environment variable • local: locally in the *c8_location*/bin/jre directory If you do not set this flag, Cognos 8 uses the JAVA_HOME environment variable.

You can use more than one command line option at a time. For example, you can run Cognos Configuration in silent mode and send all error messages to a log file.

Run Cognos Configuration in Silent Mode

Run Cognos Configuration in silent mode to apply

- configuration settings on UNIX or Linux computers that do not support the X window system
- similar configuration settings to multiple computers

Some configuration settings are not saved in the cogstartup.xml file unless you use the graphical user interface. For example, the server time zone is not set for your Cognos components when you modify the cogstartup.xml file directly and then run Cognos Configuration in silent mode. In this case, other user settings that rely on the server time zone may not operate as expected.

Before you run Cognos Configuration in silent mode, you must export a configuration(p. 15) from another computer that has the same installed Cognos components and then copy it to the computer that you want to configure. You cannot just copy a saved cogstartup.xml file from one computer to another.

For more information about unattended configuration, see the *Installation and Configuration Guide*.

Steps

1. Copy the exported configuration file from the source computer or network location to the *c8_location*/configuration directory on the computer you want to configure.
2. Rename the file to cogstartup.xml.
3. Go to *c8_location*/bin.
4. Type the appropriate configuration command:
   - On Windows, type

     cogconfig.bat -s

   - On UNIX or Linux, type

./cogconfig.sh -s

Tip: To view messages that were generated and determine when the processing is complete, see the cogconfig_response.csv file in the *c8_location*/logs directory.

Cognos Configuration applies the configuration settings specified in the local copy of cogstartup.xml, encrypts credentials, creates certificates, and, if applicable, starts all services or processes for your Cognos component. The results of the activity are stored in the file *c8_location*/logs/cogconfig_response.csv.

Stop the Cognos 8 Service in Silent Mode

If you want to stop the Cognos 8 service, you can run Cognos Configuration using the stop option. This option starts Cognos Configuration in silent mode.

Steps

1. Go to *c8_location*/bin.
2. Type the appropriate configuration command:
   - On Windows, type

     cogconfig.bat -stop
   - On UNIX or Linux, type

     ./cogconfig.sh -stop

   Cognos Configuration runs in silent mode and stops all services or processes for your Cognos component.

Test Cognos 8 Configuration

If you want to test the current configuration settings, you can run Cognos Configuration using the test option. This option starts Cognos Configuration in silent mode.

Steps

1. Go to *c8_location*/bin.
2. Type the appropriate configuration command:
   - On Windows, type

     cogconfig.bat -test
   - On UNIX or Linux, type

     ./cogconfig.sh -test

Cognos Configuration runs in silent mode and tests the Cognos components using the property values specified in the cogstartup.xml file. During the test, Cognos Configuration checks the CSK availability and tests the connections to the content store and to the mail server.

Save the Configuration in UTF-8 Encoding

You can save the current configuration in UTF-8 encoding when you run Cognos Configuration in silent mode. If you do not specify this option, the configuration is saved in the default encoding of your computer.

You cannot use this option when running Cognos Configuration in interactive mode. Use the menu command to save the configuration in UTF-8 encoding (p. 14).

Steps

1. Go to *c8_location*/bin.
2. Type the appropriate configuration command:
   - On Windows, type

     cogconfig.bat -s -utf8
   - On UNIX or Linux, type

     ./cogconfig.sh -s -utf8

   Cognos Configuration applies the configuration settings specified in the local copy of cogstartup.xml, encrypts credentials, creates certificates, and, if applicable, starts the service or process for your Cognos component.

Run Cognos Configuration in Another Language

You can run Cognos Configuration in interactive mode and view the user interface in a supported language that is different from the one selected in the installation wizard.

The language option does not control the specification for the character encoding. If you use more than one language for the local configuration properties, ensure that you save the configuration in UTF-8 encoding.

Use a supported language code. For more information about supported languages, see the Cognos support Web site (http://support.cognos.com).

Steps

1. Go to *c8_location*/bin.
2. Type the appropriate configuration command, where *language ID* is the product locale such as en (English) or zh-cn (Simplified Chinese).
   - On Windows, type

cogconfig.bat -l language ID

- On UNIX or Linux, type

  ./cogconfig.sh -l language ID

For example,

cogconfig.bat -l zh-cn

Cognos Configuration starts, and the interface uses the specified language. If the language that you specify is invalid or not supported, English is used.

Export Configuration Settings in Silent Mode

You can export the current configuration to a specified XML file using the export option. You can then use the XML file to configure another computer in an unattended configuration.

For more information about unattended configuration, see the *Installation and Configuration Guide*.

The export option starts Cognos Configuration in silent mode.

Steps

1. Go to *c8_location*/bin.
2. Type the appropriate configuration command:
   - On Windows, type

     cogconfig.bat -e filename.xml
   - On UNIX or Linux, type

     cogconfig.sh -e filename.xml

Create an Error Log

You can create a log file that records configuration errors. Use this log file for troubleshooting.

Steps

1. Go to *c8_location*/bin.
2. Type the appropriate configuration command:
   - On Windows, type

     cogconfig.bat -log
   - On UNIX or Linux, type

     ./cogconfig.sh -log

The cogconfig_*timestamp*.log file is created in *c8_location*/logs.

Run Cognos Configuration on Windows Using Specified JVM

On Windows, you can specify which Java Virtual Machine (JVM) Cognos Configuration uses.

By default, Cognos 8 uses the JVM defined by the JAVA_HOME environment variable. For example, if you use an application server such as WebSphere, you may have set up this environment variable.

If you do not set this environment variable, Cognos Configuration uses the local JVM. The local JVM is installed in the *c8_location*/bin/jre directory.

Steps

1. Go to *c8_location*/bin.
2. Type the appropriate configuration command:
   - To run Cognos Configuration in interactive mode, using the local JVM, type:

     cogconfig.bat - java:local
   - To run Cognos Configuration in interactive mode, using the JVM defined in the JAVA_HOME environment variable, type:

     cogconfig.bat

Chapter 3: Configuration Files

You can use configuration and log files that Cognos Configuration creates as a valuable source of information. Use the startup configuration file to monitor configuration changes. Use the server log file to troubleshoot, audit, monitor performance, and trace service requests.

You can also use a command line option to create an error log (p. 23).

Startup Configuration File

The cogstartup.xml file contains the properties of the Cognos components you installed on your computer. The property values you see in the Properties window are derived from this file.

The cogstartup.xml file is intended for use with Cognos Configuration only. We recommend that you do not edit this file manually unless required. For example, on UNIX, if your computer does not support the X window system, you must edit the cogstartup.xml file to configure Cognos components.

You use the cogstartup.xml file for unattended installations to configure installed components. You can combine the cogstartup.xml file with a transfer specification file (.ats) in a batch file or shell script. You can then run the batch file or script during an unattended installation. Depending on your Cognos component, you may have to copy other files from the source somputer to the computer where you plan to run an unattended installation. For more information about unattended installation, see the Installation and Configuration Guide .

Note: There are some configuration settings that are not saved in the cogstartup.xml file unless you use the graphical user interface. For example, the server time zone is not set for your Cognos components when you modify the cogstartup.xml file directly and then run Cognos Configuration in silent mode. In this case, other user settings that rely on the server time zone may not operate as expected.

Startup Configuration Lock File

The cogstartup.lock file is created when Cognos Configuration is open. This file prevents you from opening more than one Cognos Configuration window.

If you experience problems opening Cognos Configuration, you can check the *c8_location*/configuration directory for the cogstartup.lock file. If the file exists and Cognos Configuration is not open, it means that Cognos Configuration did not shut down properly the last time you used it. You can delete the lock file and then open Cognos Configuration.

Server Log File

The server log file contains information about events that occur when your Cognos component is running. You use the cogserver.log file for tracking activities and for troubleshooting problems.

By default, the Cognos log server is configured to send all log messages to the cogserver.log file located in the *c8_location*/logs directory.

To troubleshoot error messages in Cognos Configuration, you can create an activity log (p. 23).

Chapter 4: Troubleshooting

Use this information as a resource to help you solve specific problems you may encounter during or after the installation of Cognos 8 components.

Problems are characterized by their symptoms. Each symptom can be traced to one or more causes by using specific troubleshooting tools and techniques. After being identified, each problem can be fixed by implementing a series of actions.

When you are troubleshooting, several files can help you:

- The startup configuration file

  This file records your configuration choices each time you save your property settings. If you are unable to save your configuration, or are having problems you can revert to a previously saved configuration file. The backup configuration files are located in the *c8_location*/configuration directory. The following is an example of the file name format:

  cogstartup_200211231540.xml

- The default Cognos component log file named cogserver.log file, or other log files that you configure to receive log messages from the log server

  This file records information after you start the Cognos component service. Some log messages indicate problems. Most messages provide information only, but others can help you to diagnose problems in your run-time environment.

Another valuable troubleshooting tool is the Knowledge Base, which is available on the Cognos support site (http://suppport.cognos.com). The Knowledge Base is a database of problems and solutions for all Cognos components.

When you cannot resolve a problem, the final resource is your Cognos technical support representative. To analyze a problem, your technical support representative requires information about the situation and the symptoms that you are experiencing. To help isolate the problem, collect the necessary data before you contact your representative.

Problems Configuring Your Cognos Component

After you install your Cognos component, you may encounter problems when you save changes in Cognos Configuration.

To avoid this problem, ensure that you restart the Cognos service after you make any configuration changes. If Cognos 8 is installed, configure and start the services on the computer where Content Manager is located before you configure other Cognos 8 components.

Current Configuration Settings Are Not Applied to Your Computer

You change default property values or add a resource to your installation in Cognos Configuration. After saving the current configuration, you may not see the changes or be able to use the resource in the run-time environment.

To apply the new settings to your computer, you must restart the Cognos 8 service.

Steps to Restart the Cognos 8 Service

1. Start Cognos Configuration.
2. From the **Actions** menu, click the appropriate command:
   - If the Cognos 8 service is currently running, click **Restart**.

     This action starts all installed services that are not running and restarts services that are running. If you want to restart a particular service, select the service node in the **Explorer** window and then click **Restart** from the **Actions** menu.
   - If the Cognos 8 service is stopped, click **Start**.

     This action starts all installed services that are not running. If you want to start a particular service, select the service node in the **Explorer** window and then click **Start** from the **Actions** menu.

Font on UNIX Not Found When Starting Cognos Configuration

When you start Cognos Configuration, the following error message may appear:

Font specified in font.properties not found...

This is a common problem on UNIX. It means that the Java Virtual Machine (JVM) is trying to use one or more fonts that are not installed on your computer. However, the JVM should use the system default, and Cognos Configuration should start and run normally.

To avoid these errors, add the missing fonts to your Java Runtime Environment by editing the font.properties files. Several font.properties files, which contain standard font environment information, are installed with your Java SDK. You can find these files in the *JRE_location*/lib directory.

For more information, see the Java documentation.

Configuration Data is Locked by Another Instance of Cognos Configuration

You may get an error message that the configuration data is locked by another instance of Cognos Configuration.

When you start Cognos Configuration, it checks to see if the cogstartup.lock file exists in *c8_location*/configuration. The file may exist if a previous instance did not shut down properly or if another instance of Cognos Configuration is running.

If another instance of Cognos Configuration is running, you should exit that instance. Otherwise, any changes you make to the local configuration may result in errors.

If no other instance of Cognos Configuration is running, delete the cogstartup.lock file in *c8_location*/configuration.

If the Cognos8 service is stopped, click **Start**.

Unable to Exit a Tab Sequence When Using Keyboard-only Navigation in Cognos Configuration

If you use the Tab key to navigate in Cognos Configuration, you may experience problems exiting a tab sequence. For example, in the Properties window, you can press the Tab key to move from one property to another.

However, because Cognos Configuration is a Java application, when you want to close the Properties window, you must press Ctrl+Tab.

Desktop Icons or Cognos Configuration Window Flicker on Windows

When you run Cognos Configuration on Windows, you may notice that the desktop icons or the Cognos Configuration window flickers.

To resolve this issue, start Cognos Configuration using the -noddraw command line option.

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